

Position Description

People and Culture Manager



Position	People and Culture Manager
Team	People and Culture
Employment Type	Full time
Hours	(38 hours per week)
Location	Sandringham <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Chief Executive Officer
Effective Date	February 2021

Overview of Program

People and Culture work closely with the Chief Executive Officer and broader Family Life Executive Team to develop and foster an engaged, high performing workforce who deliver effective outcomes for our clients and communities.

The People and Culture team partner with leaders across the organisation to recruit, retain and develop the best talent to position Family Life as an employer of choice.

Position Objective

The People and Culture Manager is a key member of the Family Life Executive team providing a trusted, technically sound advisory service. The position is focused on shaping the vision for People and Culture within the organisation, and leading a team of human resource professionals to drive workforce capability and effectively partner with the business to deliver a responsive service and effective people outcomes.

Key Responsibilities

The key responsibilities include:

- Working closely with the Chief Executive Officer and Executive Team to support the delivery of Family Life's strategic and operational objectives through its people.
- Providing leadership, guidance and coaching across all areas of the employee life cycle, including recruitment, onboarding and offboarding, HR operations, OHS, well-being, employee and industrial relations, learning and development, remuneration and benefits, performance and succession planning.
- Leading a high performing People and Culture team.
- Delivering on the multi-year People Strategy.
- Promoting data driven people solutions through use of robust P&C metrics.
- Providing sound employee relations advice and support on complex people matters including disciplinary, performance, misconduct and termination processes to ensure organisational compliance with relevant legislation and industrial instruments.
- Building and maintaining strong stakeholder relationships across the organisation.
- Developing and implementing learning and development and workforce capability initiatives to enhance the employee experience and increase Family Life's impact.
- Supporting and coaching senior leaders in the effective management of human resources related processes and issues.
- Providing advice on organisational change processes to ensure appropriate communication and consultation with employees to facilitate effective change management.
- Developing and refining policies, frameworks and procedures to enhance the People and Culture function.
- Designing, managing and implementing people related projects to improve organisational outcomes.
- Liaising with legal advisors and other specialists regarding people related issues where external advice and advocacy is required.
- Developing and managing the P&C and central Learning and Development budgets.

Key Selection Criteria

1. Tertiary qualification in human resource management, industrial relations, or a related field
2. Australian Human Resources Institute Membership (or eligibility for membership).
3. Demonstrated leadership experience managing a human resources function in a complex environment.
4. Comprehensive knowledge and understanding of end to end employee life cycle processes and best practice approaches to building workforce capability.
5. Sound understanding of relevant employment legislation and industrial instruments.
6. Demonstrated relationship building and influencing skills, with ability to develop rapport and communicate effectively with internal and external stakeholders.
7. Substantial experience managing complex employee relations issues.
8. Excellent communication skills, both verbal and written.
9. Strong analytical, problem solving and critical thinking skills.
10. Demonstrated coaching, negotiation and conflict resolution skills.
11. Information technology skills, including experience with Human Resource Information Systems and the Microsoft Office suite.
12. A great sense of humour!

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites, therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.